



Department of Defense **INSTRUCTION**

November 3, 1993
NUMBER 5335.1

DA&M

SUBJECT : Telecommunications Services in the National
Capital Region (NCR)

- References:
- (a) DoD Instruction 5335.1, subject as above, January 13, 1986 (hereby canceled)
 - (b) DoD Directive 4640.7 "DoD Telecommunications System (DTS) in the National Capital Region, " (NCR) October 7, 1993
 - (c) **Federal** Acquisition Regulation, current edition
 - (d) DoD 4640.7-D, "DoD Telephone Directory, " December **1992**, authorized by DoD Directive 4640.7, December 19, 1984
 - (e) Title 5, Code of Federal Regulations, Part 1001, Section 735-209, "Use of Government Property"
 - (f) "Federal Information Resource Management Regulation" (**FIRMR**) , Bulletin C-1 3, January 31, 1991

A. REISSUANCE AND PURPOSE

This Instruction:

1. Reissues reference (a) and, with reference (b) , updates policy, responsibilities, and procedures governing **telecommuni-**cations service support including support to command, control, communications, and intelligence (C31) activities in the NCR.

2. Continues to provide equipment and usage guidelines designed to effect economies.

3. Continues to provide telecommunications service to DoD users in the NCR (enclosure 2) and a guide to DoD telephone directory listings (enclosure 3) .

B. APPLICABILITY AND SCOPE

1. This Instruction applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the **Joint** Chiefs of Staff, the Defense Agencies, and the DoD Field **Ac-**tivities, (hereafter referred to collectively as "the DoD **Com-**ponents") .

2. Its provisions include telecommunications equipment, facilities, and services including support to C31 activities of the DoD Components in the NCR. The DoD telecommunications system in the NCR is an integral part of the DoD world-wide and

interoperable common-user telecommunications systems. Those systems and their military-unique features provide daily support to **vital** C31 functions and national security leadership. DoD management and control of those systems and their capacity ensures efficiency and rapid, seamless transition to the expanded telecommunications needs of the Department of Defense during operational necessity, national emergencies, or war.

3. Services and Agencies are authorized to acquire and **operate** C31 systems in the NCR for specific missions or to support their operational requirements. That authority includes such systems as the Worldwide Military Command and Control System, Joint Worldwide Intelligence Communications System, tactical switchboards supporting the **Service** Command Centers, **C3I** Internal Service and Agency local area networks (LANS).

C. DEFINITIONS

Terms used in this Instruction are defined in enclosure 1 .

D. POLICY

It is DoD policy:

1. To provide centralized support in the NCR for integrated telecommunications, thereby eliminating the necessity for each DoD Component to establish, operate, or maintain duplicative facilities or segregated systems.

2. That acquisition of telecommunications services or support by means other than in DoD Directive 4640.7 (reference (b)) and this Instruction, or by means other than officially approved and documented exceptions thereto, is prohibited.

E. RESPONSIBILITIES

1. The Director of Administration and Management, Office of the **Secretary** of Defense, shall coordinate the Defense **Telecom-**communications Service-Washington (**DTS-W**) support service policies and relationships existing between the DoD Component activities in the NCR for which those telecommunications services are provided.

2. The Secretary of the **Army** shall:

a. Be responsible for the overall operation of the **DTS-W** .

b. Ensure that the Director, **DTS-W**, under direction of the Administrative Assistant to the Secretary of the Army, through the Coordinator for Headquarters Services-Washington, shall:

(1) Plan, direct, coordinate, and control DTS-W operations under DoD policies.

(2) Acquire the necessary telecommunications **serv-**ices, facilities, and equipment for the DoD Components in the NCR .

(3) Review all requests for telecommunications services, facilities, and equipment or changes thereto.

(4) Develop and maintain equitable formulas for assessment of costs to the subscribing DoD Components.

(5) Maintain **current** **services**, facilities, and equipment records and reports for review by the DoD Components on request.

(6) With the DoD Components in the NCR, coordinate an inventory of telecommunications **services**, facilities? and equipment in the NCR every 2 years.

(7) With the DoD Components in the NCR, conduct a review and **revalidation** of telecommunications services **require-**ments every 2 years, and start actions to end uneconomical leases and contracts.

(8) Initiate communications service authorizations and **other** appropriate acquisition actions through a warranted contracting officer to obtain common carrier, noncommon carrier, and other telecommunications services, facilities, and equipment. Appoint Telecommunications Service Control Officers (**TSCOs**) who, under limitations applied by the Director, **DTS-W**, shall be capable of issuing requests for telecommunications services against basic ordering agreements, maximum limits communications service authorizations, and other contracts, as defined in the FAR (reference (c)).

(9) Maintain current copies of 2-year inventory certifications, basic agreements, tariffs, and communications service authorizations to facilitate monthly certification of telecommunications services and equipment.

(10) Ensure implementation of internal management controls to safeguard telecommunications assets, and to properly certify bills.

3. The Heads of the DoD Components shall:

a. Designate and forward to the Director, DTS-W, the name, office address, and phone number of the officials assigned by the DoD Component as responsible for budgetary and fiscal

matters. These officials so designated shall:

(1) Monitor, document, and maintain records of telecommunications expenditures.

(2) Submit an OSA Form 20, "Reservation of Funds for Telecommunications Services, " each fiscal quarter.

b. Designate and forward to the Director, DTS-W, the name, office address, and phone number of officials designated to act as the TSCO. Officials designated as the TSCO shall be trained and certified by DTS-W before assuming TSCO duties.

c. Ensure implementation of internal management controls to safeguard telecommunications assets including the proper certification of bills.

d. Provide to the DTS-W copies of all long-haul telecommunications service requests for service with at least one service point in the NCR which will permit the DTS-W to coordinate interfacing of long-haul service with local service facilities and equipment provider.

e. Assume responsibility for payment of costs associated with telecommunications support.

f. Ensure that the Telecommunications Service Control Officers (TSCO) shall:

(1) Review requests of the DoD Components for telecommunications equipment and service in the NCR and ensure compliance with the guidelines in this Instruction. Those reviews should result in actions to eliminate services no longer required and those that are not economical.

(2) When requests for telecommunications services deviate from established guidelines, ensure that written justification is provided to the DTS-W.

(3) Review internal requirements, quarterly, to determine actual needs, considering the potential impact of pending reorganizations, relocations, and potential manpower changes.

(4) Review requests regularly and verify monthly to the DTS-W that actions have been completed as ordered.

(5) Serve as their DoD Component's sole point of contact with the DTS-W and DTS-W service vendors for required telecommunications services, facilities, and equipment in the NCR .

(6) Receive call detail printouts of DoD Component long-distance calls, verify that long-distance calls were for official. Government business, identify unofficial calls and the person or persons responsible, where possible collect the costs of those calls from those responsible, and advise management to take disciplinary action against repeat offenders.

(7) In coordination with the DTS-W, perform an inventory of telecommunications equipment and services every 2 years, and a review and **revalidation** of telecommunications requirements every 2 years.

(8) Before assuming TSCO duties, obtain training and certification from the DTS-W.

F. PROCEDURES

1. When requests for telecommunications services deviate from this Instruction, specific written justification for the desired variance shall accompany those requests.

2. Requests shall be reviewed and approved or disapproved by the Director, DTS-W.

3. Requesting Service and Equipment. DTS-W vendors shall use DD Form 410, "Requisition for Telephone Service," or DTS-W approved substitute vendor forms to fill telecommunications services, facilities, and equipment requests placed by the TSCOs for the DoD Components in the NCR. Vendors shall submit **completed** forms to the Director, DTS-W, for approval. Only after approval may work be started.

4. Essential Service

a. Official Telephone Service For Use During National Emergencies. The DoD Components with key personnel whose **assignments** in the NCR during a disaster or emergency require **uninterrupted** official telephone service shall submit their requirements in writing to the Director, DTS-W. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates to the DTS-W .

b. Residential Telephone Service for Use During National Emergencies. The DoD Components with key personnel whose **assignments** in the NCR during a disaster or emergency require **uninterrupted** residential telephone service shall submit their **requirements** in writing to the Director, DTS-W. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates to the DTS-W.

5. Telephone Directory Listings. Requests for listings in the alphabetical section (white pages) of DoD 4640.7-D (reference (d)) shall be submitted on DD Form 218, "Department of Defense Telephone Directory Alphabetical Section Change Order." Requests for listings in the organizational section (yellow pages) shall be submitted on DD Form 218-1, "Telephone Directory Organization Section Change Order." Changes to telephone directory listings shall be submitted as they occur, not accumulatively. (See enclosure 4.)

6. Telephone Credit Cards

a. Telephone credit cards may be used for official business. Official credit cards shall not be used to make calls from the individual's permanent duty station in the NCR.

b. Requests for official telephone credit cards shall be forwarded to the Director, DTS-W, by the TSCO and shall contain the following:

(1) Justification for their use.

(2) Names and titles of the individuals using the cards.

(3) When required, telephone numbers to be charged for billing purposes.

(4) Signatory approval by the head of the requesting activity.

c. Holders of official telephone credit cards shall be instructed that loss of credit cards be reported to the TSCO immediately. The TSCO shall notify the DTS-W of the lost cards.

d. Care shall be taken to ensure that persons no longer eligible surrender their cards for cancellation.

7. Billing and Cost Accounting Procedures. Where practical, the DoD Components shall be billed actual charges incurred.

a. DoD Direct Dial Long-Distance (DDLDD) System. costs for DDLDD (Non-Defense Switched Network, DSN) calls shall be billed to each DoD Component for calls dialed.

b. Commercial Calls

(1) Commercial Long-Distance Calls. Each DoD Component shall be billed for the costs of long-distance commercial calls.

(2) Local Commercial Calls. Calls placed by DoD

(DTS-W) system subscribers to the public switched network in the NCR incur charges by message unit (each call). Those calls shall be billed to each DoD Component.

c. Common-User Service and Equipment. Costs shall be billed to each DoD Component for common equipment and common services by prorating.

d. DoD 4640.7-D (reference(d)). Costs for reference (d) shall be billed to each DoD Component based on per copy costs and the number of copies requested by the DoD Component. Individual copy costs of reference (d) shall be determined by dividing the total reference (d) publishing cost by the total number of reference (d) ordered.

e. Data Networks. Costs for dedicated data networks shall be billed to the DoD Components based on charges incurred.

f. Personnel Services and Miscellaneous Charges. Personnel service charges include salaries of DTS-W employees. Miscellaneous charges include DTS-W office equipment, supplies, and administrative support costs. Those charges shall be billed to each DoD Component by prorating.

g. Lines and Station Equipment. Recurring and non-recurring costs for lines and station equipment shall be billed to the DoD Components.

h. Other Charges. Other charges for services, facilities, and equipment shall be billed to each DoD Component.

G. EFFECTIVE DATE AND IMPLEMENTATION

This Instruction is effective immediately. Forward two copies of implementing documents to the Director of Administration and Management, Office of the Secretary of Defense, within 120 days.



D. O. Cook
Director

Administration and Management

Enclosures - 4

1. Definitions

2. Guidelines for Telecommunications Equipment and Usage

3. DoD Telephone Directory Listings

4. Sample DD Forms 218 and 218-1

DEFINITIONS

1. Defense Switched Network (DSN). The principal long-haul telecommunications network in the Defense Communications System.
2. National Capital Region(NCR). The geographic area located in the boundaries of the District of Columbia; Montgomery and Prince Georges Counties in the State of Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties and the City of Alexandria in the Commonwealth of Virginia; and all cities and other units of government in the geographic areas of such District, Counties, and City.
3. Telecommunication Services. Government-owned and leased telecommunications services, facilities, and equipment (such as stationary and mobile telephones), and related ancillary equipment and features, pagers, dialers, intercommunication systems (inter-corns); access to the DSN, Federal Telephone System 2000 (FTS 2000), and other long-distance facilities; teleconferencing (voice and video) equipment; data communications equipment (such as modems, multiplexer, digital service units, and channel service units, etc.); data and voice transmission facilities and networks; LANs; premises (including campus) distribution systems; and switched and non switched services, systems, and equipment. That includes, but is not limited to, facilities to support voice, data, and video such as coaxial cable (both broadband and baseband), fiber optics, microwave, lightwave, cellular, and radio paging.

GUIDELINES FOR TELECOMMUNICATIONS EQUIPMENT AND USAGE

A. EQUIPMENT

The following guidelines shall be applied to requests for service to prevent acquisition of unnecessary equipment and to ensure that overall DoD Component equipment **levels**, as determined by those guidelines, in subsections A1. through A.7., **below**, are not exceeded:

1. The established ratio of lines working in an office telephone arrangement using **multibutton** telephone instruments (key system) normally shall be no more than one line for every two telephone instruments.

2. The ratio of **multibutton** telephone instruments to **personnel** normally shall be no more than one telephone instrument for each employee.

3. Office systems using single-line telephone instruments normally shall require only one telephone instrument and one line for each employee.

4. Telephone instruments with more than 10 buttons shall be normally authorized for secretaries or receptionists responsible for central answering support.

5. Automatic signaling circuits, speaker phones, automatic dialers, and similar equipment items are primarily convenience items, and their use shall be used judiciously.

6. Decorator-style telephones, such as princess and **trim-lines**, shall not normally be approved or installed.

7. Stand-alone private branch exchanges (**PBXs**) and **PBX-like** systems are not authorized unless specifically approved by the Director, **DTS-W**.

B. USAGE

1. Unofficial Use. All telecommunications equipment, **services**, and facilities shall be used only for official business (except during emergency) in accordance with Section 735-209 of 5 **CFR 1001** and **FIRMR**, Bulletin c-13 (reference (e) and (f)). The DoD Components shall receive monthly information of calls dialed, both local and long distance. The **TSCOs** shall verify that calls made were for official business. When unauthorized use of the system is detected, investigations shall be made to identify the caller involved. Collection and disciplinary action shall be taken against offenders.

2. Long-Distance Calls. Long-distance calls through the DSN, ~~the DDL~~**DDLD**, and commercial long-distance carrier facilities shall be minimum, consistent with effective operations. Maximum use of the DoD common-user systems should be made to ensure interoperability and economy to the maximum extent feasible. Each DoD Component shall establish procedures to verify that long-distance calls are for official Government business. (See section F, of the main body and subsection B.1. of this enclosure).

3. Commercial Service for Official Use. Commercial lines from telephone companies or other providers of telecommunications services shall not be installed for the DoD Components in the NCR without prior approval of the Director, **DTS-W**.

4. DoD 4640.7-D, "DoD Telephone Directories" (reference (d)). The DoD Components may order directories, as required. **Distribu-**tion may not exceed the total number of stations billed to the account. DoD telephone directories are the property of the Federal Government and may not be diverted to personnel for private use. Personal copies may be obtained by purchase from the U.S. Government Printing Office.

DoD TELEPHONE DIRECTORY LISTINGS

The following guidelines shall be applied to requests for DoD telephone directory listings to ensure that unnecessary detail is not published in DoD 4640.7-D (reference (d)):

A. ALPHABETICAL SECTION (WHITE PAGES)

1. There shall be no grade level restriction on listing personnel of any DoD Component. The official need for the listing and not the employee's grade or rank shall be the determining factor. Only in the most unusual cases will it be necessary to list all employees of a DoD Component. The TSCO is responsible for determining the official need before submitting listings.

2. Listings shall-consist of the employee's name, the DoD Component, room number, building or location, and telephone number.

3. No internal symbols or codes shall be shown.

4. Personnel listings shall be shown on DD Form 218 either as "additions" or "deletions." Changes to existing listings shall be made by deleting pertinent listings and adding desired listings.

5. Titles such as "Mr.," "Mrs.," "Miss.," "Ms.," and "Dr." preceding a name shall be omitted. Adjectival designations such as "Jr.," "Sr.," "II," and "III" may be used. Military ranks may be listed, but civilian grades may not be shown.

6. Branch of Service designation for military personnel such as "USA," "USN," or "USAF" may not be shown except for a Navy captain or Navy lieutenant, in which case "USN" shall be listed.

B. ORGANIZATIONAL SECTION (YELLOW PAGES)

1. That section comprises organizational listings for each DoD Component. An alphabetized index precedes the organizational listing for ease of reference.

2. The Heads of the DoD Components shall be listed first in the respective parts of that section, followed by their principal organizational elements.

3. Organizational listings down to and including branch level or equivalent identifiable organizational segments shall be permitted for each DoD Component listed, such as officially established directorates, divisions, and branches.

4. Office symbols or codes may be listed parenthetically before the telephone number.

5. Each DoD Component, or major element thereof, shall provide an information or a locator service number that shall be cited before its listing.

6. Only the DoD Components, or elements thereof, located in the NCR shall be listed except when approved by the Director, DTS-W. The DoD Components in the "NCR, which by authorized **exception** have their own switchboard or telephone directory and are not a part of the DTS-W system, shall not be included in the telephone directory.

7. Offices in the NCR serviced solely by commercial **telephone** facilities may not be listed in DoD 4640.7-D (reference (d)), unless such service and the requested listing are **authorized** by the **DTS-W**.

Nov 3, 93
5335.1 (Encl 4)

[illegible]

EXAMPLES OF ENTRIES

LASTNAME - FIRST NAME - MIDDLE INITIAL AND MILITARY GRADE	OFFICE (Abbreviated)	ROOM NUMBER	LOCATION (Building)	TELEPHONE NUMBER	ACTION
Brown, Jane 'J.	GSA DTS	1A263	Pnt	55213	A
Jones, John S.	OSA DTS	1A275	Pnt	52121	C
Robert, Robt L., Col.	OSA DTS	1A263	Pnt	55213	D
Smith, Pete F.	OSA DTS	1A263	Pnt	55214	D
Smith, Pete S.	OSA DTS	1A263	Pnt	55214	A
Janson, C. T.	CSA DTS	1A263	Pnt	77777	D
Jansen, C. T.	OSA DTS	1A263	Pnt	77777	A
Brown, Chas P., Cdr	OSA DTS	1A264	Pnt	55555	C
Jones, Ida N., Miss.	CSA DTS	1A264	Pnt	55555	D
Wood, Ida N., Mrs.	OSA DTS	1A264	Pnt	55555	A

DEPARTMENT OF DEFENSE TELEPHONE DIRECTORY CLASSIFIED SECTION CHANGE ORDER		DATE
SEE INSTRUCTIONS AND EXAMPLES ON REVERSE		
THRU: (Office coordinator)	To. Defense Telephone Service - Washington Room 1A 263, The Pentagon Washington, D.C. 20310	FROM: (Office, Official making report, Telephone No.)
IF MORE SPACE IS REQUIRED, ATTACH A SECOND SHEET		ACTION

INSTRUCTIONS

Submit 2 copies of this form thru your office coordinator.

Under "Action" indicate action desired by placing appropriate letter in Action Column as follows:

- A - For line being added.
- C - For a change in present listing. (*Underscore any change.*)
- D - For a deletion of a line.

Organizational title change, list both old and new title.

No more than five indentations maybe used.

Organizational listings must be broken down alphabetically.

When inserting a new Division, Office, Branch, etc., indicate clearly the indention and proper placement of same.

If there is a complete change in a Division, Office or Branch delete entirely - then type the new listing as it should appear.

EXAMPLES OF ENTRIES

IF MORE SPACE IS REQUIRED, ATTACH A SECOND SHEET

ACTION

Under: Headquarters Service - Washington
Defense Telephone Service

Directory Branch, M. M. Jones, rm 1A263	74228
Service Order Branch, Robt Smith, rm 1A264.....	55213
Statistics Branch, Robt Smith, rm 1A263	77777
Traffic Branch, V. C. Brown, rm 1A264	55214

A
C
D
C

Under: Personnel Division

Personnel Management Branch, rm 1A000	55555
Office of the Personnel Manager, rm 1A000	55555

D
A